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ADULT HIGH SCHOOL

# LEARN STAGE 3.0 FREQUENTLY ASKED QUESTIONS

## ACCESS

**How do I access Learn Stage 3.0?**
For step-by-step instructions on how to access your account, please contact **Allie Everett** at allie.everett@cengage.com.

**What are the new links associated with Learn Stage 3.0?**
**Admin Login**: https://admin.learnstage.com/sis/dashboard
**Student Login**: https://live.learnstage.com/exceled/gale/login
Each library will have a new, custom link for applications. The updated link is accessible by clicking **Get Started** from your student recruitment site.

## DASHBOARD

**Why do I have two Dashboards?**
Students from Learn Stage 2.0 were unable to be migrated to the Learn Stage 3.0 platform.  This means that when you click on **Library Management**, you'll see two dashboards. All students who enrolled prior to the migration will appear in the Learn Stage 2.0 dashboard, while new students can be found in the Learn Stage 3.0 dashboard. We suggest using the **Enrollments** tab in the left hand toolbar. From there you can select both programs in the drop down, so you can see all students, regardless of program. Please note that all students are in the Learn Stage 3.0 experience.

**How do I customize my dashboard, and what options do you recommend?**
Learn Stage 3.0 includes options to customize your dashboard by clicking on the **Settings** icon in the top right hand corner of your enrollments page. We suggest checking the boxes: **Enrollment ID, Student Name, Phone Number, Gender, Program Progress, Date of Enrollment, Email Address, Age, Enrollment Status, and LDA** (Last Date of Activity).

To customize your dashboard, navigate to the **dashboard tab** in the left side panel, click the plus sign in the top right-hand corner, name your dashboard, and add new **widgets**. We suggest adding the LDA widget, expiration date widget, and enrollments by month, To view this dashboard again, click the drop down menu next to the plus button, and select your dashboard.

**What features are available on the Accessibility Menu?**
We're happy to report that accessibility options are now available in Learn Stage 3.0. To change your settings, click on the **person icon** on the right hand side. Here, you can change the text size, spacing, font, cursor, dashboard colors, and more.

**What's the difference between a Student ID and an Enrollment ID?**
Clicking **Student ID** will take you to **Student Management** which is primarily used by the *Excel High School* team to manage high level details about a student (demographics, etc.). We recommend using **Enrollment ID** to see student info. Using the **Enrollment ID** will allow you to still see all the relevant information and use the 'log in as" function if you need to see what a student is seeing.

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**What type of note should I log?**
You can log any type of note you'd like, but Excel suggests using the tag **Admissions**.

## APPLICANTS

**How do I accept or deny a student's initial application?**
To accept a student's application, change their status to **Pre-Requisite**. They'll receive an automatic email, and their name will automatically move to the Pre-Requisite area of your dashboard. To deny a student's application, change their status to **Canceled**. They'll receive an automatic email, and their name will automatically move to Denied Applications. You will be bcc'd on status updates.

**Where do I see an applicant's answers to the initial application questions?**
To view application questions/answers, click **Go** next to the student's name, then click **Program Details**.

**What does each "status" mean?**
Please see the **Status User Guide**.

## REPORTING

**Where are my reports, and what does each do?**
As a Program Manager, you have access to the **Master Report**. The **Master Report** is an extremely powerful reporting tool that has all the functionality of the previous reporting system in one place. Here is a recommended report configuration and some tips:
- Under program name, click the drop down that says **==**. Change this to **Any In** and select both of your programs. This allows you to see all students regardless of program or enrollment status. To filter by enrollment status, click **+ Add More** and select **Enrollment Status**. Set the enrollment status (or statuses) you are most interested in, and click **Run**.
- If you're seeing too many columns, click the gear icon in the top right and select only the columns you're interested in.
- Click **CSV** in the top right to save your results as a csv file.

## STUDENT MANAGEMENT

**What if I only want email notifications for certain phases of the process? Or not at all?**
Each Program Manager will receive email notifications for a student's status change. If you feel that you are receiving too many emails, we recommend setting up inbox filtering through your email client. This will allow emails to filter into specific folders as opposed to cluttering your inbox.

You can find a **Gmail** guide **Here**, and an **Outlook** guide **Here**.

If you would like to opt out of all emails, please reach out to us and we can change your email settings.

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### How can I monitor student progress?
You can view student progress by clicking **Go** next to a student's name, then clicking the **Courses** tab. Here, you'll be able to see which courses the student has started (In Progress) and completed, their GPA, and their grades. At the top, you can sync this page with Canvas by clicking **Reset Canvas Mapping** – this will allow you view the most recent information.

### How long can I log into a student's Canvas account?
We're excited that Learn Stage 3.0 provides more information on student's coursework and grades directly from your dashboard, but if you'd like to log into a student's Canvas account to see everything from their view, you can do so by clicking **Go** next to the student's name -> **Student Details** -> **Log In As** -> **Course Details** -> **View on LMS**. This will log you into the student's Canvas account.

### Why is the dashboard showing that some students have 22.5 credits and some have 21.5?
Any time prior to when a student has been granted a scholarship, the total number of credits will display as 22.5. This is because the pre-requisite life skills course is 1 credit. After they complete the pre-req, the total number of remaining credits will change to 21.5.

## DASHBOARD DATES

### What does the Enrollment Date mean?
Any time prior to when a student has been granted a scholarship, the Enrollment Date will indicate the **date they submitted an application**. After they've been awarded a scholarship, the Enrollment Date will change to indicate the **date they were granted a scholarship**.

### What does Expiration Date refer to?
We're excited for this Learn Stage 3.0 addition! For students in the pre-req, you'll see N/A as the expiration date. For all other students, the Expiration Date refers to the student's **2-year deadline** to complete the program and graduate.

### Where do I see the probationary period deadline?
The 30-day probationary period deadline is not displayed on the dashboard; however, you will receive an email 5 days before a student's probationary deadline. You no longer need to keep track of a student's probationary deadline with the new email notification feature within Learn Stage 3.0.

You can see a list of students who are within the 30 day probationary period by clicking **Library Management** -> **Go** on the relevant program -> **Probationary Enrollments** under the enrollments circle.

### In Learn Stage 2.0 there was a discrepancy with the Last Login date. Is this still the case?
The Last Login date is now denoted as the LDA, Last Date of Attendance.

The LDA is accurate in Learn Stage 3.0! Whether students log in on their mobile device using Chrome or Safari, or on a desktop/laptop, their LDA, should be correct.

**Side note**: The Canvas app does not work with Learn Stage 3.0, but students can still complete coursework by using an internet browser on their mobile device.

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**Where can I find the graduation date for my graduates?**
Under **Graduates**, click **Go** next to the graduate's name, then click **Enrollment Details**. If you scroll down, you will see their graduation date.

*Excel Adult High School* is still ironing out a few bugs, one of which is ensuring that all students have the correct status and are in the correct area of your dashboard, as well as checking to make sure each student has completed the correct number of courses. If you notice discrepancies, please reach out to **Allie Everett** (allie.everett@cengage.com) and **Casey Anderson** (casey.anderson@cengage.com).

**For more support materials visit**: https://support.gale.com/training/products/ehs.